

STATEMENT OF WORK
ENVIRONMENTAL PROTECTION AGENCY
eRulemaking Program
Federal Docket Management System Application and Infrastructure Support

1. INTRODUCTION

The eRulemaking program launched a web-based application (www.fdms.gov) to allow Federal agencies to more effectively manage their regulatory dockets. The public facing website, Regulations.gov, (<http://www.regulations.gov>) enables citizens to search, view and comment on regulations issued by the U.S. government. A third component was added to assist agencies in processing FOIA requests (foiaonline.regulations.gov). The system is referred to as the Federal Docket Management System (FDMS).

The purpose of this task order is to obtain IT infrastructure, web/application development, operations, maintenance, enhancement, project management, training, and support services for the Federal Docket Management System and its user community.

2. BACKGROUND

The eRulemaking Program Management Office (PMO) under the auspices of the Environmental Protection Agency's CIO's Office of Environmental Information (OEI), Office of Information Collection (OIC), Collection Strategies Division (CSD), is leading the government-wide eRulemaking Program that fulfills an essential government service identified in the E-Government Act of 2002. In compliance with Executive Committee direction, in September 2005 the eRulemaking PMO deployed the FDMS.

The FDMS is a web-based application that provides a universal access point for public participation in the federal regulatory process through its Regulations.gov web site. The FDMS.gov web interface, provides all participating Federal agencies with a customizable agency interface to manage their docket materials through the use of role-based access controls; workflow and collaboration processes; creating/managing/revising content; comment management; and integrated commercial off-the-shelf (COTS) scanning solutions.

Regulations.gov provides citizens, small businesses, educators, corporations, civic organizations, and all levels of government one-stop internet access to view, download, and submit comments on all Federal regulations currently under review. Agencies are required to accept electronic submissions via the website and ensure public regulatory dockets are electronically accessible and searchable using Regulations.gov. Since its initial launch, usage of the Regulations.gov web site has grown steadily. In 2011, the Regulations.gov web site received 104.7 million hits, providing more than 67 million page views and accepted 473,000 electronic comments. Currently, FDMS supports over 10,700 Federal users, representing 174 Federal agencies.

As Federal agencies have realized the benefits and efficiencies of utilizing FDMS to manage their regulatory dockets, a number have adopted its use to support other business processes, including functions in support of and in compliance with the Freedom of Information Act (FOIA) (5 U.S.C. § 552, As Amended by Public Law No. 104-231, 110 Stat. 3048). FOIA allows individuals and organizations the right to access information from the Federal government. Federal agencies also use FDMS to store requests and responses compliant with FOIA.

In addition to the FDMS.gov and regulations.gov website, the eRulemaking program has released rest application programming interfaces (API's) that allow web and application developers to incorporate data and services from FDMS into their own sites and applications.

The continued operations of FDMS will:

- Ensure public access and participation in a high quality, efficient, and open Federal rulemaking process.
- Provide the public with one-stop access to the Federal rulemaking process with supporting docket content and search capabilities.
- Provide the public with the ability to submit their comments online on specific rules.
- Provide Federal agencies with a common comprehensive docket management service.
- Provide federal partners, private organizations, and the public with machine readable access to the data and services hosted by FDMS through the system's API's.
- Provide for both the FDMS.Gov and Regulations.Gov web site availability at 99.5% via standard web browsers.

- Provide Federal agencies with a system protected with secure login, role-based access control, configurable workflow management, and compliant with electronic records management (meeting the DOD 5015.2 standard), as well as a system integrated with the digitization and ingestion of paper documents.
- Meet Section 508 requirements for the FDMS.gov and the Regulations.gov websites.
- Meet Federal Privacy and Security requirements.

In order to maintain and improve upon FDMS operations, the vendor must be able to demonstrate their ability to build, maintain, and optimize the infrastructure, custom software, and COTS packages listed in section 7.2 of this SOW) that support the eRulemaking program's systems.

3. PROGRAM GOALS AND OBJECTIVES

3.1 Program Goals

The eRulemaking Program eliminated redundancy and duplication and standardized the rulemaking process for federal agencies and enhanced access and participation in the regulatory process and improves Partner Agency regulatory processes and transparency of regulatory decisions.

Through the use of information technology, the eRulemaking Program seeks to:

- Improve the quality of Federal rulemaking decisions by streamlining and improving the efficiency of the rulemaking process;
- Increase the amount, breadth, and ease of citizen access and participation in rulemaking;
- Expand public understanding of the rulemaking process;
- Increase the ease of public access to information from the Federal government.

3.2 Program Objectives

The eRulemaking Program will achieve the strategic goals by implementing a range of objectives related to technology, processes and activities, customer results, and mission and business results:

- Technology – The Federal Docket Management System/Regulations.gov must be available 99.5% of the time to the public and Federal agencies. Availability = (Total hours in reporting period - (Downtime during windows + Unscheduled downtime)) / (Total hours in reporting period - Downtime during windows).
- Processes and Activities – The FDMS is updated throughout the year at direction of the Program Management Office (PMO).
- Customer Results – Regulations.gov website is measured by the American Customer Satisfaction Index methodology.
- Mission and Business Results –100 percent of Federal rulemaking are posted in www.regulations.gov / FDMS for public access, downloading, printing, bookmarking, and commenting.

4. GUIDING PRINCIPLES

The eRulemaking Guiding Principles will help define an enterprise that is robust and has the scalability, security and flexibility to enhance public participation and collaboration with an open and transparent government while employing innovative technologies and improving efficiency for Federal agency business processes. These principles will focus on the two user communities, Federal users and public users.

- Alignment with the E-Government Act of 2002 and Clinger-Cohen Act of 1996 as an e-Gov program for Federal rulemaking internally within the government:
 - Improve the quality of Federal rulemaking decisions through greater input and improve the efficiency of the rulemaking process;
 - Enhance process improvements both technically and for user ease; and
 - Increase agency efficiencies.
- Alignment with the E-Government Act of 2002 and Clinger-Cohen Act of 1996 as an e-Gov program for Federal rulemaking **externally** for public access:
 - Expand public understanding of the rulemaking process;
 - Increase the amount, breadth, and ease of citizen access and participation in rulemaking.
- Performance Based Implementation:

- Maximize use of incentive based pricing where appropriate;
 - Focus on results;
 - Manage risk;
 - Include clear performance and quality standards;
 - Include appropriate positive and negative incentives.
- Economies of Scale and Scope:
 - Consider innovative solutions; and
 - Reduce the total cost of ownership.
 - Solution Driven /Requirements Driven:
 - Modify processes before application;
 - Do not be constrained by “As is”;
 - Driven by business best practices; and
 - Develop responsive solutions to changing requirements.

5. PURPOSE / TASK ORDER OBJECTIVES

The purpose of this task order is to obtain FDMS IT infrastructure and application operations, maintenance, enhancement and support services. These services will also include PMO support, system development and agency implementation, Help Desk support, outreach and communication, Agency scanning support, docket processing assistance, and FDMS training.

The high-level objectives of this program are to provide FDMS accessibility for all Federal agencies and to improve the efficiency and effectiveness of publishing regulations and other Federal actions that follow a notice and comment process while expanding the understanding, of and increased public participation in, the rulemaking process as a whole.

In addition to the FDMS A&IS, the vendor awarded this task order may work with additional vendor(s) selected to provide specific Web design, support services.

5.1 Scope

The intent of this task order is to provide vendor guidance in the continued support of FDMS operations. The vendor will provide appropriate staff to support the detailed operations specified in the performance objectives (see 1.5). The eRulemaking Program is designed to be a platform available to all government FDMS SOW

agencies in the support of the federal rulemaking process. It will support the government regulation development process including public access for review and comment. The Environmental Protection Agency (herein referred to as EPA) is the managing partner for this effort and is the host for the program management office (PMO), and current operational system. The FDMS must provide the capabilities specified in the functional and technical requirements provided in Attachment A: Surveillance Activity Check List. In addition to the specific tasks and measures identified in this document, this solicitation encourages other suggested measures that may prove more accurate and/or provide a greater value.

The proposal/task order will support two program goals:

- 1) The effective and efficient support, operation, and maintenance of the current FDMS application, its required components, and the FDMS IT infrastructure.
- 2) The design, development and implementation of system enhancements in support of the vision and goals of the eRulemaking Program described in Section 3.1

6. PLACE AND PERIOD OF PERFORMANCE

The FDMS hosting facility is located at the EPA National Computing Center in Research Triangle Park, North Carolina. The PMO for the eRulemaking Program is located at the EPA Headquarters in Washington, DC. The Federal agencies, that utilize the FDMS application, are generally located in the Washington, DC metropolitan area, with regional operations that are national and international.

A COOP/Disaster Recovery site, as specified in the requirements set forth in Section 7.2, will be required to support continued program operations in the event of major outages at the primary site. Additionally the COOP/DR site may be used in support of pre-production operations. The eRulemaking COOP site is currently located in a FedRamp certified cloud environment.

The period of performance (POP) is planned for April 1, 2014 through March 31, 2015 as a one year sole source contract for the task order.

7. PERFORMANCE OBJECTIVES

It is the PMO's intent to make full use of the awardee's expertise and experience in delivering solutions of the scale and scope described in the documentation provided, and in the manner described in this Statement of Work (SOW). The work to be performed under this shall be executed with a performance-based approach in order to provide the most cost-effective and technically sound solution. The Agency will provide technical direction and guidance to the vendor in support of the continued operations of the Agency's hardware and software systems. Additionally, the vendor will maintain the current Help Desk support structure and training program (both formal and Computer Based training) for Federal and public users.

The awardee will be working as part of an integrated team including the EPA eRulemaking PMO staff serving in technical, project, and contractual management oversight roles. The work will include project phases for the generally recognized process and knowledge areas associated with the implementation and operation, maintenance and upgrades of the solution described in the technical documentation and itemized in the performance objectives. The following performance objectives and constraints are provided as a general overview of the work that will be required under this contract. The following documentation listed is not all inclusive, and it is not intended to prescribe a set of tasks to be issued under this contract. Details for individual task orders will be specified based on the successful proposal.

The awardee shall not implement any releases of software until development and testing are completed and written approval has been granted by the eRulemaking PMO COR.

When submitting reports that contain recommendations, the awardee shall: (a) explain and rank policy or action alternatives, if any, (b) describe procedures used to arrive at recommendations, (c) summarize the substance of deliberations, (d) report any dissenting views, (e) list sources relied upon, and/or (f) otherwise make clear the methods and considerations upon which recommendations are based. The Government will make all final decisions under this contract.

7.1 Performance Objective One – Program/Project Management

Subtask 7.1a - Program Management

The vendor shall provide the technical and functional activities at the task order level needed for the program management of activities under this work statement. The vendor shall provide centralized administrative, clerical, documentation, and other related functions. Vendor travel to various agency sites and the hosting facility will be necessary throughout the duration of the effort. The program manager, responsible for program management for the entire project, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order.

Subtask 7.1b - Project Management

The vendor shall appoint a project manager to work with the eRulemaking Project Management Office (PMO) to resolve issues, convey information, determine the problem levels as they arise, and agree upon methods of correction and escalation of issues. The project manager, responsible for project management for the entire project, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order. The vendor will provide administrative, technical, and program management support as necessary to perform the assigned work.

The vendor will attend meetings to receive management and technical information and will brief participants as necessary on topics related to this task order as requested by the Government.

The vendor will monitor key tasks to ensure due dates (schedule) are met and performed within the cost limitations of the contract. The vendor will provide updates to the eRulemaking PMO, with problems being communicated in writing and in a timely manner. The vendor will ensure staffing issues are dealt with in a timely manner and workload is monitored on a regular basis.

Weekly Meetings. The eRulemaking PMO will hold weekly status meetings (in person or via teleconference, video, or web meeting as appropriate) with the vendor's project manager (and any additional project leads as appropriate) to discuss issues and progress based on the project plan. These reviews will briefly address the financial status of this project as well as any outstanding problems and issues and the nature and status of their resolutions. The vendor will be responsible for preparing and providing the meeting agenda twenty-four hours in advance of the meeting. The vendor will also be responsible for producing the FDMS SOW

minutes of each meeting in an electronic format (e.g. Microsoft Word) within 3 business days after the meeting. Weekly progress meetings will be held at an agreed upon standing time, to the extent possible. The eRulemaking PMO will determine how often face-to-face meetings will be conducted.

Weekly Progress Reports. The vendor will provide weekly progress reports in accordance with EPAAR 1552.211-72. These reports will be in an electronic format acceptable to the Government. In addition, the vendor will provide a monthly status report, which will include performance-based management, earned value (per EPA's reporting requirements), milestones, costs, and task management. These reports will be in electronic format acceptable by the government along with the monthly invoice within two weeks of the end of the month. (See Attachment A: Surveillance Activity Checklist)

Agency Usage Reports. Quarterly Reports showing agency usage computed using agreed upon measures (e.g. bandwidth, # of agency documents, # of Agency sessions, # of Agency logins) will be provided in an mutually agreed upon electronic format to the PMO two weeks after the end of the quarter.

Public Usage Reports. Quarterly Reports showing public usage computed using agreed upon measures (e.g. bandwidth, # of users documents, # of user sessions, # of pages viewed) will be provided in an mutually agreed upon electronic format to the PMO two weeks after the end of the quarter.

Subtask 7.1c – OMB 300 Support

Each year, the PMO prepares the Exhibit 300 for the eRulemaking investment (the budget year is two years in advance). The vendor will assist the PMO in identifying projects and activities that fall under the scope of development/enhancements, and create charge codes for the employee labor hours (that fall under those DME activities) so that they can be tracked easily by cost and schedule.

7.2 - Performance Objective Two – Operations and Maintenance

The technical manager, responsible for the technical operation of this project, will be designated as Key Personnel, and their resume shall be submitted with the vendors proposal for this task order. The vendor's solution will comply with the requirements as contained in the FDMS system documentation listed below. In addition, the vendor, as directed by the PMO, will be responsible for the operations FDMS SOW

and maintenance of the network infrastructure supporting FDMS. Additionally the vendor provide support for the versioning, release, and security upgrades for FDMS operation. As directed by the PMO the vendor will support the FDMS Change Control Board (CCB) and various subcommittees in the on-going support of FDMS. Additionally the vendor will conduct analysis and review of program operations to provide enhancement recommendations supporting the continued process improvement of system operations. The vendor shall provide documentation that meets government standards as defined by NIST, that will allow the PMO to make informed decisions based on the information provided

The following system documentation is provided:

- FDMS System Architecture Document,
- FDMS System Design Document,
- FDMS Functional Requirements Document,
- FDMS Record Manager Functional Requirements Document,
- Documentation of GPO's FDsys daily feed,
- Documentation of the GSA RISC data feed of the Semi-annual Regulatory Agenda,
- FDMS training guides,
- Regulations.gov Application Programming Interface (API) Guides, Spring 2013
- eRulemaking Operational Analysis, including Governance Structure,` dated September 2011.

In order to maintain consistency of the FDMS operations, the vendor must be able to demonstrate their ability to effectively develop, maintain, and integrate software and hardware packages, including but not limited to:

- Oracle Product Suite – Application Server, J2EE development and identity management environment and database collaboration suite
- EMC Documentum Product Suite – Document/Content management and storage environment, Records Management, and Document Transformation Services
- Captiva InputAccel and the KOFAX Image Conversion Environment – The FDMS scanning system is configured and can be customized to accept scanned documents from customers running KOFAX Ascent Capture and InputAccel to support electronic conversion of hardcopy document

conversion (scanning, metadata and Optical Character Recognition (OCR) processes)

- Server platforms such as Windows Server 2003/2008/2012, RedHat Linux, Sun Solaris Unix Servers, Dell and HP server hardware,
- VMware virtualization technologies
- Nexenta, EMC, and Netapp storage platforms
- Cisco networking devices
- Endeca – Search engine
- Google Web Toolkit – User interface and library modules
- Google Analytics – website monitoring and reporting
- Adobe Flex – User interface and library modules
- Content Analyst Analytical Technology (CAAT) – suite of text analytics technology
- JBoss Application Server
- Drupal – public discussion forum website, Regulations.gov Exchange
- MetaScan 8 Antivirus – virus scan on uploaded files
- RSA SecurID two factor authentication – secure access to program infrastructure
- Metascan virus scanning software
- CimTrak – system administration/audit software
- ManageEngine AppManager – system monitoring
- OSSEC – host intrusion detection
- Nagios - system monitoring
- JIRA – Issue tracking
- Subversion – code repository
- Footprints – Help Desk ticketing system
- Quality Center – test scripts
- Coldfusion
- Monitoring, testing and diagnostic tools including:
 - eHealth
 - eConsole
 - Urchin
 - NetQoS
 - Site Protector
 - FootPrints

Subtask 7.2a – Database Administration and Oracle Support (or software solution to be selected)

The vendor will be responsible for all aspects of database administration to ensure continued successful operation of services. These responsibilities will include but not be limited to: daily database administration, the collection and analysis of log files (system, error etc.), mass storage management, monitoring of system performance and regular reporting on these activities as defined by PMO instruction. Additionally the vendor will be responsible for system fault management. The vendor will provide maintenance support Monday – Friday 6am-8pm EST. Outside of these support hours, the vendor will provide call-in support with technicians available with 2 hour notice.

During the term of this contract, the PMO intends to direct the vendor to perform an analysis of the Oracle Database Platform to investigate possible alternative solutions that may be better suited in supporting program operations.

Subtask 7.2b – EMC Content Management Suite and Records Manager Support (or software solution to be selected)

The EMC Content Management Software requires system configuration and maintenance services. These services include, but are not limited to: maintaining all log files; maintaining the Documentum Content Services to provide the maximum availability and response time with cost efficiency; monitoring and tuning scripts; providing fault management including 24/7 emergency response; providing data control; and providing proper documentation of all activities. The EMC Content Management Software will require regular patches and upgrades and application design reviews will result in development recommendations.

During the term of this contract, the PMO intends to direct the vendor to perform an analysis of the Documentum Platform to investigate possible alternative solutions that may be better suited in supporting program operations.

Subtask 7.2c – Miscellaneous Software Support

In addition to Oracle and Documentum, the FDMS is supported by a number of hardware and software platforms (see section 7.2). Each of these platforms requires configuration and maintenance, log files, configuration support, monitoring and tuning scripts, fault management including 24/7 emergency response, data control and appropriate documentation. The awardee will provide appropriate upgrades and application design reviews that will result in recommendations for improvements and the implementation of changes to this suite of supporting platforms and applications.

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During the term of this contract, the PMO intends to direct the vendor to perform an analysis of the software and hardware platforms to investigate possible alternative solutions that may be better suited in supporting program operations.

Subtask 7.2d–Infrastructure Support

The eRulemaking Program is maintained on an independent network infrastructure with the datacenter at the NCC in Research Triangle Park, NC. Networking operations may be managed locally as well as remotely. The vendor will maintain a support infrastructure that will support a 30 minute response time by their technical support staff during normal work hours (Mon-Fri, 8am- 6pm EST). Outside of normal work hours the vendor will provide phone/pager support and will maintain a 2 hour response time for technician response (onsite and or remote).

In support of network operations, the vendor will be responsible for day-to-day system administration duties as well as system maintenance/upgrade, configuration management, performance monitoring and reporting (as specifically assigned), security administration (in accordance with NCC and NIST guidelines) and database administration (including but not limited to, archiving, upgrades, consistency checks, table/index maintenance) for all FDMS servers and network devices.

The contractor will make recommendations and seek formal approval from the eRulemaking PMO for any hardware and/or software changes deemed necessary for to the FDMS environment.

The NCC is responsible for the maintenance of Internet circuits supporting system external connectivity. In the event of any connectivity issues, the vendor will notify the PMO as well as the EPA's Network Operations Center at the NCC. If required the vendor will work with NCC staff as well as network providers to resolve any circuit issues affecting system external connectivity.

Subtask 7.2e – System Releases

The Vendor will provide programming maintenance support for FDMS. The vendor shall maintain all existing software in accordance with NIST guidelines. The Vendor will deliver application releases as needed, typically on a quarterly basis. Following Capability Maturity Model (CMM) standards, IT project management principles (including agile), and the eRulemaking PMO project milestones for application releases, the vendor shall incorporate the appropriate test FDMS SOW

plans, performance plans, testing, quality control and community outreach prior to public deployment. Each release shall be accompanied by the appropriate release notice describing the changes incorporated, including installation and deployment information. Each release shall be accompanied by revised system and training documentation as appropriate and agreed upon by the vendor and PMO.

The PMO will assign the vendor specific tasks to support the development of system changes/upgrades. The tasking will include vendor requirements to fully verify and validate any system changes prior to integration into the production environment. The vendor will also maintain and update all system documentation related to any and all changes/upgrades. The vendor will not implement any changes/upgrades into the production environment without specific written guidance from the PMO.

Subtask 7.2g –IT Asset Purchase Services

The vendor may be tasked to provide procurement services for IT hardware, software and services. Any tasking in this area is subject to the review and approval by the Government prior to any purchase.

Subtask 7.2h– Web Application Usability Support

The vendor will provide Web design and Web application usability support for FDMS (FDMS.gov and Regulations.gov); FDMS must be evaluated and updated regularly to ensure it meets the needs and expectations of agency stakeholders and the public. The vendor will provide ongoing support and consultation to ensure that the design, layout and organization of the site are intuitive and user friendly. The vendor will rely heavily on research and evidence-based methodologies to guide these efforts. Overall satisfaction with the design and usability of regulations.gov will be measured via the American Customer Satisfaction Index and other ad-hoc usability assessments.

Subtask 7.2i – Application Programming Interface (API) and Open Data Support

The vendor will provide services to support, manage, maintain, and improve upon the program's suite of API's as directed by the PMO. In addition, as directed by the PMO, the vendor shall provide support to ensure the FDMS supports downstream information processing and dissemination activities. This includes using machine-readable and open formats, data standards, and common core and extensible metadata for all new information creation and collection efforts.

Subtask 7.2j – Documentation of Systems and Procedures

The vendor will develop, update, and maintain documentation for the FDMS's systems and procedures. This documentation should include (but not be limited to):

- Installation procedures for all components of the production, test, and training environments
- Backup and recovery procedures for all key systems
- Disaster recovery procedures
- Daily, weekly, monthly, and yearly system monitoring and maintenance task lists
- System outage monitoring and notification procedures
- System and application deployment procedures
- Support contacts and information for all components of the production systems
- Remote access procedures and policies
- Change management procedures and policies
- Administrative roles, responsibilities, and contacts
- Monitoring and Tuning Scripts
- Release notes and user guides
- Certification and Accreditation documentation

Subtask 7.2k – Monitoring and reporting

The vendor will conduct real-time monitoring of the FDMS and its production and training components to detect system and component outages, as well as variations in system and component performance. In addition the vendor will maintain and monitor overall uptime, usage, and satisfaction metrics for FDMS and regulations.gov. The vendor will provide periodic performance reporting to the PMO. Weekly performance reports will be provided by COB on Mondays for the previous week (Sat-Fri). Monthly performance reports are due by COB on the 5th of the month for the previous month's performance. Monthly reports will contain summaries for calendar year performance.

Subtask 7.2l - Security

FDMS will be maintained in compliance with the National Institute of Standards and Technology (NIST) current and future Special Publications (SP) 800 series guidance, as well as relevant EPA policies and procedures. The data in the current FDMS has been determined to be at the moderate level for the NIST SP 800-53a Rev 4 controls.

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The vendor will comply with any and all security requirements as set forth in NIST guidelines. The vendor may be assigned duties in support of the Agency's ongoing efforts to remain in compliance with applicable security requirements. CSIRC alerts will be tracked and updates provided on the status of remedies or patches.

The vendor will support COOP/DR requirements as defined by the Agency.

7.3 - Performance Objective Three – Development

Subtask 7.3a – New Agency Implementation

The vendor will provide limited implementation configuration and training to support entities that infrequently publish documents in the Federal Register. As part of this support, the vendor will:

- Create and maintain a simplified standard FDMS configuration for non-implemented entities;
- Create a process to apply a standard configuration to non-implemented entities immediately upon publishing or prior to if advance notification is provided;
- Create a communication package for FDMS instructions and procedural activities to the publishing entity regarding steps they need to take to use FDMS to create and manage an electronic docket; and
- Provide an option for performing limited docket/document processing functions to support one-time publishing entity assistance.
- Develop an implementation schedule for “to be” implemented agencies that includes review and agreement between the PMO and the “to be” agency,
- Provide training to agencies scheduled to be implemented,
- Develop and implement agency configuration choices, and
- Support data mapping and data migration

Subtask 7.3b - Enhancements

When requested by the PMO, the vendor will conduct requirements analysis to investigate possible changes/enhancements that may be needed to improve system performance. The analysis will contain recommendations as to whether changes/enhancements are necessary based on cost and or benefit. Any changes/enhancements will be approved by the Configuration Change Board and specifically tasked by the PMO prior to implementation in the production

environment. The vendor will update all applicable documentation when any changes to the production system are made.

7.4 - Performance Objective Four – Other Program Support, Communications, and Training

Subtask 7.4a – Training

The vendor will provide training for current and new users of FDMS as directed by the PMO. The vendor will provide training for all agency roles in FDMS (agency administrators, docket managers, docket staff, rule writers, and agency viewers). Training, either refresher and or new user training will be provided on a monthly basis and upon PMO direction. The vendor will develop and publish a training schedule based on PMO approved dates and locations. Occasionally training may also extend to include public users on the Regulations.gov website.

As part of the training support, the vendor will:

- Develop training plans and activities;
- Track and report training activities;
- Tailor existing course material used for training to the audience;
- Keep training course material and training schedules updated and current;
- Provide briefings at conferences;
- Provide training as needed to end users of FDMS, and
- Provide training as needed to end users of Regulations.gov

Subtask 7.4b – Help Desk Support

The contractor will provide Tier I, Tier II, and Tier III (which relate to varying levels of system administrative support) FDMS Help Desk support to Federal agency employees who use FDMS and to members of the public using the Regulations.gov website. At a minimum, the FDMS Help Desk will be available Monday through Friday from 9:00 am to 5:00 pm EST. The Help Desk will be reachable via the web and/or phone with back-up voice mail available. Additional coverage may be required during off-peak hours to accommodate agency workloads.

In addition, the vendor will maintain a tracking system to record all Help Desk trouble tickets, Application defects, Change Requests (CRs) and Discrepancy Reports (DRs), and determine proposed solutions and estimated levels of effort required for the implementation of each defect, CR, and DR to the PMO and the appropriate FDMS committee such as:

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- FDMS Change Control Board (CCB) and its sub-committees;
- Other subcommittees
- eRulemaking Governance Boards.

The helpdesk will monitor incoming tickets for patterns that may suggest widespread issues or defects with FDMS, regulations.gov, or their supporting infrastructure and applications. The vendor will provide weekly reporting for all Help Desk/trouble ticket activity. Outage and/or serious issues will be immediately reported to the appropriate technical team via both voice and email. Serious issues will be considered any issue that has significant impact with public visibility/availability, any issue that has significant effect of system performance and or any issue that affects the integrity of the system.

Subtask 7.4c – Outreach and Communications

The vendor shall support the eRulemaking PMO in outreach and communications to Federal agency and public users, and stakeholders. Outreach/Communication tools may include: public outreach; inter-governmental outreach; meetings; reports; brochures and Pamphlets; exhibit displays; recorded demonstrations; or simulations.

7.5 - Performance Objective Five - Client Data Processing Services

On an as needed basis and subject to the approval by the PMO, the contractor must be able to support docket center processing services for both partner and non-partner agencies. In the case of non-partner agencies, this may occur when entities that infrequently publish rules would like to take advantage of the docket management services on a limited basis.

In other instances, more extensive docket center processing services may necessitate additional services to be funded by customer agencies. In these instances, the specific services to be provided will be agreed to and provided on a case by case basis through individual service level agreements (SLAs) between customer agencies and the eRulemaking program Docket Services. The SLAs shall define the relationship between eRulemaking Docket Services and the Customer. The purpose is to foster a mutually beneficial, ongoing partnership between the parties.

Each SLA shall be divided into two parts: (1) the Master Agreement and (2) the Service Addendums.

1. The Master Agreement will spell out general terms of the agreement. There is one Master Agreement between eRulemaking Docket Services and the Customer.
2. The Service Addendums enumerate services that the Customer has contracted for and provide the mechanism to manage the provision of those services. Specifically, the addendum includes the following:
 - Portfolio of Services – includes description of services to be provided to the Customer by eRulemaking Docket Services and contact information for that service
 - Metrics and Targets – what performance measures will be tracked
 - Customer Requirements – Specific information that the Customer needs to provide before the service can be delivered

eRulemaking Docket Services will provide the services described in each of the Addendums under the section Service Delivery Model. The Addendums are customized to reflect the services provided to the Customer. The Customer acknowledges that in order for eRulemaking Docket Services to perform the Services designated in the Addendums, the Customer must make certain personnel, data or other resources available to eRulemaking Docket Services.

Services provided by eRulemaking Docket Services include working with the Customer partner agency, but are not limited to the following:

- FDMS docket creation and management, including
 - Monitoring FDMS.gov and or Regulations.gov for new Federal Register (FR) documents
 - Create new docket as appropriate or move FR document to appropriate docket
 - Upload related documents such as supporting and related materials and public submissions
- Review and update metadata for spelling and grammar
- Establishing, implementing, and maintain scanning solutions for customer agencies
- Coordinating document pick-up and deliveries,

- Scanning processes
 - For high volume paper document processing, the eRulemaking Program supports two scanning software system: Captiva InputAccel and KOFAX Imaging Conversion.
 - For low volume paper document processing, the recommended solution is using Adobe Acrobat to create searchable PDF files for uploading to FDMS
- Public comment processing, including
 - High volume public submission processing, received outside of the Regulations.gov public comment process (e.g., e-mail comments, paper comments received via mail or fax
 - Categorizing public comment and submission documents into duplicate/identical similar categories
 - Additional comment management activities as requested by customer agency.

7.6 - Performance Objective Six – Business Process Reengineering, Research, and Innovation

On an as needed basis and subject to the approval by the PMO, the vendor must be able to identify and analyze common business processes and metadata for possible consolidation and/or standardization across Federal Agencies for FDMS, FOIA online or other future systems and sub-systems. Further, on an as needed basis and subject to PMO approval, the contractor must be able to identify and assess Federal users' needs and the availability of toolsets that can be used by FDMS, FOIAonline or other future system users for content de-duplication, content and comment analysis and collaboration. Finally, on an as needed basis and subject to PMO approval, the vendor must be able to conduct research, explore innovative tools, conduct pilots, and expand the technical and non-technical (e.g., help desk, training, etc.) eRulemaking Program infrastructure to provide services, reduce costs, and increase efficiencies ~~to meet the needs of new lines of business.~~

7.7- Performance Objective Seven - FOIA Online

In 2012, the eRulemaking program expanded by launching the FOIAonline module (<https://foiaonline.regulations.gov>), to enable citizens to request information under the Freedom of Information Act (FOIA), to track the status of their requests, to file appeals and to search for other citizens' requests, appeals and responsive records. While the intent of the program is to take advantage of economies of scale by utilizing shared infrastructures, services for support of Regulations.gov and FOIAonline web sites serve separate customer groups. Each of these customer groups maintains their own governance structure and funding stream. As such, it shall be the responsibility of the awardee to provide separate reporting and billing for activities related to each program. At the end of FY 2013, the FOIA program provides services to six Federal partners, including EPA, with additional partners exploring participation in this new fee-for-service module

The continued development and deployment of the FOIA module within FDMS will:

- Ensure public access and participation in a high quality, efficient, and open FOIA process.
- Provide the public with a one-stop, public-facing portal and access point to 94 FOIA-receiving Federal agencies, where they can electronically submit FOIA requests, search similar requests, and review agency responses.
- Provide Federal agencies with a comprehensive, centralized backend repository for FOIA receipt, tracking, monitoring, and storage.
- Provide for system availability at 99.5% as defined in Section 3.2.
- Provide Federal agencies with a system module protected with secure login, role-based access control, configurable workflow management, and compliant with electronic records management (meeting the DOD 5015.2 standard), as well as a system integrated with the digitization and ingestion of paper documents.
- Meet Section 508 requirements for the public-facing portal.
- Provide Federal agencies with helpdesk support, data migration, data correction, and generation of metrics. Provide project management support under subtask 7.1, provide operations and maintenance under task 7.2, provide system development under task 7.3, provide other program support under task 7.4, provide (on an as needed basis) client data processing services under task 7.5, provide (on an as needed basis) business process reengineering, research & innovation under task 7.6.

8. CONSTRAINTS

- 1) Earned Value Management System FAR Clause FAR 52.234-4
- 2) Payment of Fee EPAAR Clause 1552.216-74
- 3) Submission of Invoices EPAAR Clause 1552.232-70
- 4) Monthly Progress Report EPAAR Clause 1552.211-72
- 5) Government Property FAR Clause 52.245-1 (June 2007) – for Asset Management
- 6) Compliance with EPA Policies for Information Resources Management EPAAR Clause 1552.211-79
- 7) Section 508 Accessibility requirements ([www.section 508.gov](http://www.section508.gov))
- 8) EPEAT compliance for covered asset acquisition requirements (www.epeat.net).
- 9) CMMI Level 3 Certification
- 10) E-Gov Act of 2002 and associated OMB guidance and directives
- 11) Clinger-Cohen Act of 1996 and associated OMB guidance and directives
- 12) Federal Register Act of 1935
- 13) Administrative Procedures Act of 1946
- 14) Federal Enterprise Architecture and associated guidance and models
- 15) Certified Professional Oracle Database Administrator
- 16) Appropriate Network Cisco Certification
- 17) Certified EMC Content Server Specialist

- 18) Certified EMC Content Applications Specialist
- 19) Level 1 Preferred Vender status for EMC, Oracle, Sun, and Microsoft
- 20) Government Paperwork Elimination Act of 1998 (Pub. L. 105-277)